Government of Saskatchewan

Annual Report For the Year Ending March 31, 1983

84- 3057 /

Saskatchewan Revenue, Supply and Services

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Letter of Transmittal

Hon. George McLeod

Saskatchewan Revenue, Supply and Services **Minister**

Regina, Saskatchewan
September 10, 1983

The Honourable Frederick W. Johnson
Lieutenant Governor of Saskatchewan

Dear Sir:

I have the honour to present the annual report of the Department of Revenue, Supply and Services for the fiscal year ending March 31, 1983.

Respectfully submitted,

George McLeod, Minister
Supply and Services

Deputy Minister's Transmittal

Saskatchewan
Revenue, Supply
and Services

Deputy Minister

Regina, Saskatchewan
September 1, 1983

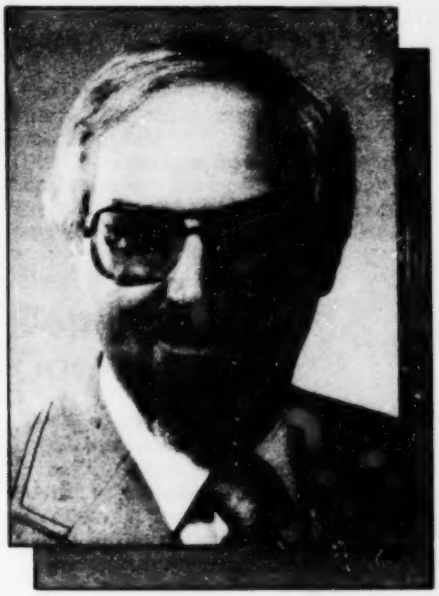
The Honourable George McLeod
Minister
Supply and Services

Dear Sir:

I have the honour of submitting to you the sixth and final annual report of the Department of Revenue, Supply and Services. During the fiscal year 1982/83 this department continued to supply services to the Government of Saskatchewan in the areas of revenue collection, central services and computer systems.

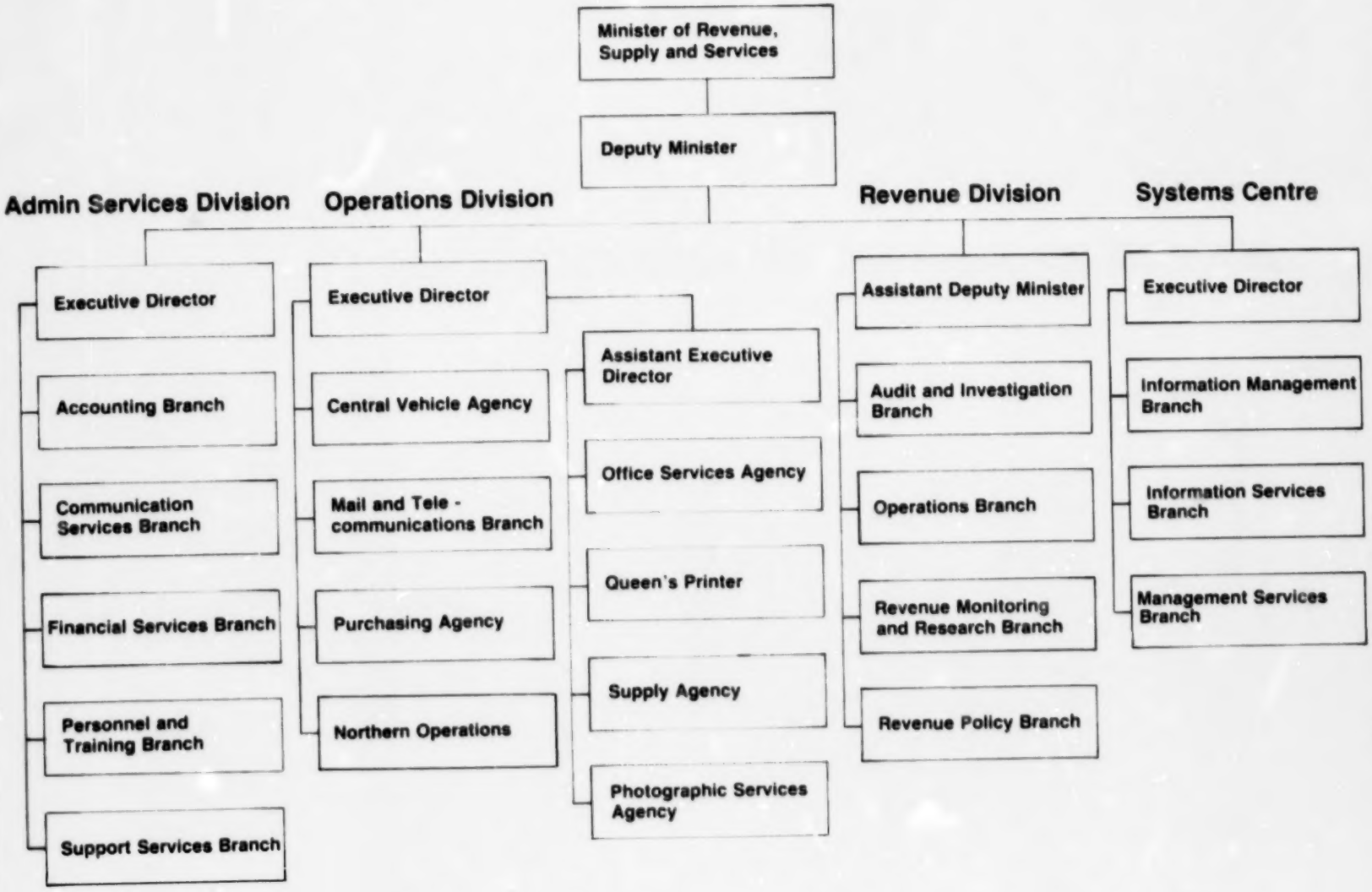
Respectfully submitted,

Otto Cutts,
Deputy Minister
Supply and Services



Otto Cutts

Revenue, Supply and Services Organization
As of March 31, 1983



Highlights

In 1982/83, Revenue, Supply and Services saw continued improvements in its operation in the types of services offered to government departments as well as technological changes to improve department efficiency.

Enhanced Service

-During 1982/83 the Revenue Division collected $451 million in taxes and other levies.
-A total of $27 million was paid to more than 40,000 homeowners under the Mortgage Interest Reduction Plan initiated in July of 1982.
-The tax burden on Saskatchewan vehicle operators was significantly reduced by the elimination of the Gas Tax on May 9, 1982.
-The Central Vehicle Agency continued to reduce overall operating costs. Less than 2 % of the vehicles purchased during 1982/83 were full-sized passenger cars. This is a further reduction from the previous years market of 10 %.
-For the first time the Central Vehicle Agency purchased all Sask Tel's vehicles.
-The Mail and Telecommunications Branch introduced the first hard-cover loose-leaf government phone book. The branch also worked with Sask Tel on the Blue Pages concept.
-The Purchasing Agency put new emphasis on agency/supplier relations to improve the percentage of government buying dollars which go to Saskatchewan businesses.

New Technology

-The Supply Agency became responsible for managing the government's word processing fleet.
-The Office Services Agency improved its capabilities with the purchase of a high quality dry printer and the establishment of a typesetting/word processing interface.

Department Operations

-The Systems Centre undertook a major operational review, resulting in significant productivity gains, and introduction of new product lines essential to improved delivery of systems in government. The Centre also pilot tested new procedures to ensure value for money in systems acquistions.
-As part of the realignment of the Department of Northern Saskatchewan, Northern Operations Branch and Northern Air Services joined Revenue, Supply and Services early in 1983.

Administrative Services Division

The Administrative Services Division supplies those services to the Department of Revenue, Supply and Services which are necessary for its day to day operation. These services include: accounting, communication, financial, personnel and support services.

The Administrative Services Division offers its expertise to a small group of other departments. The Departments of Finance, Intergovernmental Affairs, Executive Council, Provincial Secretary as well as the Transportation Agency of Saskatchewan receive administrative assistance from this division.

The activities of each of the five branches of the Administrative Services Division for the 1982/83 fiscal year are dealt with separately below.

Accounting Branch

Responsibilities

The Accounting Branch provides accounting services, overall direction in accounting policies and assists in the development of accounting procedures throughout the Department of Revenue, Supply and Services as well as offering accounting services and advice to client departments and agencies.

Financial Services Branch

Responsibilities

The principal task of the Financial Services Branch is the co-ordination of budget preparation for the Department of Revenue, Supply and Services and for its client departments. As well, the branch provides accounting and financial control services.

1982-83 Activities

In 1982/83 the branch established a system to provide fiscal projections of department expenditures. The branch co-ordinated the development of a uniform planning and budgeting system to simplify budget analysis and improve the financial mangement capability of the department.

Statement of Expenditures for the Fiscal Year ending March 31, 1983.

Administration	$ 1,973,855.09
Personnel and Training	170,396.59
Purchasing Agency	1,301,093.19
Mail and Telecommunications	5,859,599.76
Revenue Operations	2,727,022.56
Mortgage Interest Reduction Plan	26,952,905.54
Audit and Investigation	2,168,137.61
Revenue Monitoring and Research	121,680.61
Revenue Policy	363,028.10
Queen's Printer	395,775.06
Photographic and Art Services	290,398.93
Northern Operations	714,667.19
Transfer of Insurance Premiums for the Automobile Accident Insurance Act	1,549,095.62
Grants under the Gasoline Competition Assistance Program	363,965.15
Grants to Indian Bands to Refund Gasoline Tax	111,148.68
	$45,062,769.68

Personnel and Training Branch

Responsibilities

The Personnel and Training Branch is responsible for providing personnel services to Revenue, Supply and Services and client departments. Services include staffing, classification, employee relations, co-ordination of training programs and the maintenance of all personnel records.

1982-1983 Activities

The branch played an active role in the realignment of the Materials Management Branch (Prince Albert) from the Department of Northern Saskatchewan to the Department of Revenue, Supply and Services where it became the Northern Operations Branch. A large number of labour service positions were converted to permanent positions as part of this realignment. The branch was also involved in a number of other reorganizations such as the dissolution of the Department of Intergovernmental Affairs into both Executive Council and the Indian and Native Affairs Secretariat and the transfer of the Central Survey and Mapping Branch from the Department of Highways to the Department of Revenue, Supply and Services.

Support Services Branch

Responsibilities

The Support Services Branch is responsible for the acquisition of supplies, equipment, space and furniture, provision of a data entry facility for the department and coordination of legislative matters.

1982/83 Activities

During 1982/83 the branch undertook planning for the move of department personnel to the old Sask Tel building at 2350 Albert Street.

Communication Services Branch

Responsibilities

The Communications Services Branch is responsible for assisting in the development of communication programs for branches of Revenue, Supply and Services as well as departments which receive administrative support from the division.

1982/83 Activities

In 1982/83 the branch continued the monthly publication of a staff newsletter, REVENEWS to keep employees informed about changes in department organization and personnel as well as to provide a vehicle for department identity. The branch also provided assistance on a variety of communication projects including the Annual Reports for the Transportation Agency of Saskatchewan and the Department of Intergovernmental Affairs.

Operations Division

Operations Division supplies central services to government departments and some Crown Corporations. These services include: land and air transportation, mail and telephone services, quick print and special printing services, photographic services, government purchasing, official government publications and office supplies.

Mail and Telecommunications

The Mail and Telecommunications Branch is responsible for the co-ordination of mail and telecommunication requirements within the Government of Saskatchewan. The branch picks up mail from and delivers mail to the Canada Post Office. It sorts and delivers outside mail to 147 locations in Regina and 22 locations in Saskatoon. As well, the branch distributes inter-office mail throughout the Provincial Government. In addition, a special delivery service is provided for senior officials resulting in 18,500 pickups and deliveries during the year. Another key function of the branch is providing all departments and agencies throughout the Province with either mailroom equipment, meter postage, or postage stamps.

The branch co-ordinates telephone and telecommunications equipment installations in Regina and Saskatoon, publishes the government's directory and co-ordinates revisions to Sask Tel's directory listings for the Government of Saskatchewan. To ensure maximum efficiency in the government's telephone system, the branch provides consulting services for CENTREX telephone system users and recommends equipment to fulfill their requirements.

1982/83 Activities

During 1982/83, the Mail and Telecommunications Branch, as a result of rapidly increasing postal rates, reviewed the entire operation of the mail service. The review resulted in an increased use of incentive rate mailings and an increased co-ordination of mailings with government organizations to ensure the use of the most cost efficient method of processing mail. In addition, a rationalization of the regular mail pickup and delivery routes and the Special Messenger service in Regina has resulted in an increased service effectiveness to users of the service.

The branch introduced a hard covered loose-leaf Government of Saskatchewan telephone directory. The government directory will be updated on a regular basis. As well, the branch was involved in the co-ordination and preparation of the new Government of Saskatchewan "Blue Page" listing in Sask Tel's directories.

A study to determine future telecommunications requirements for the Government of Saskatchewan was completed. The resulting recommendations outlined a program to develop a Government of Saskatchewan telecommunications network for the Provincial Government.

Central Vehicle Agency

Responsibilities

The Central Vehicle Agency (CVA) provides land and air transportation to public agencies. It maintains a Regina vehicle pool for out-of-town travel and provides executive air transportation and the air ambulance service.

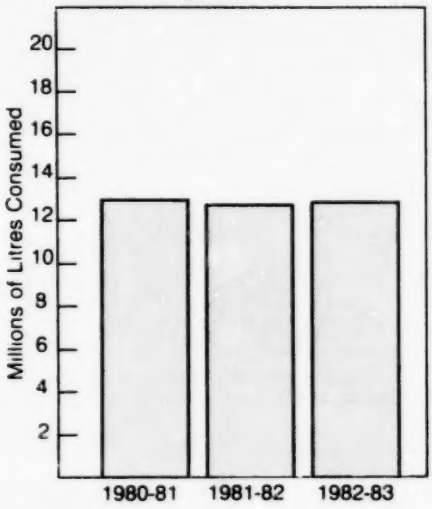
Through liaison with user agencies and manufacturers, CVA develops specifications for vehicle purchases, ensuring the fleet meets program needs in a cost-effective manner. The agency's costs are recovered by charging users for services rendered.

1982/83 Activities

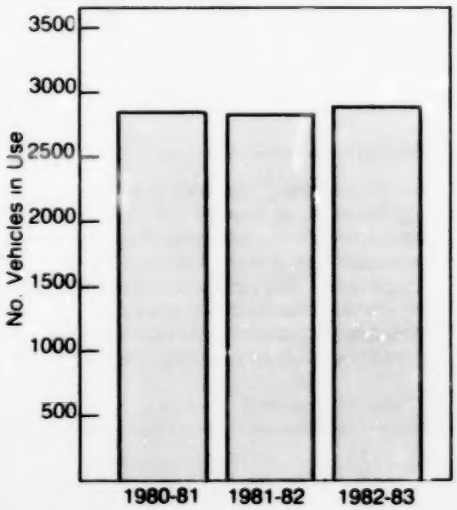
The practice of awarding new vehicle purchase orders after consideration of Transport Canada fuel consumption ratings along with the supplier's bid prices continued to show positive results. The benefits of centralized purchasing of vehicles also continued to be demonstrated. Less than 2% of the 1982/83 vehicle order was "fullsized" passenger cars.

Centralized vehicle purchasing was expanded in 1982/83 to include approximately 200 Sask Tel vehicles which, in previous years would have been purchased independently. This resulted in a mutual benefit to Sask Tel and CVA's other customers.

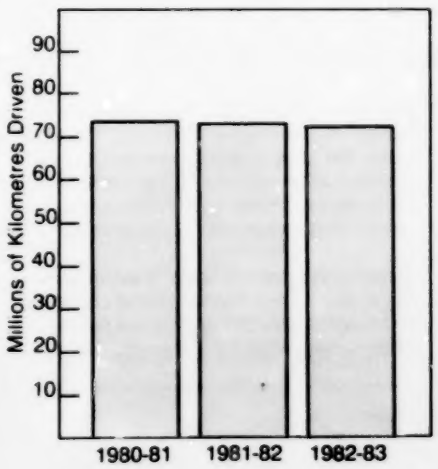
Fuel Consumption



Vehicles in Use



Kilometres Driven



Northern Air Services

Responsibilities

Northern Air Services was realigned to the Department of Revenue, Supply and Services on January 1, 1983. Northern Air Services is charged with providing transportation services to all government personnel whose activities require extensive air travel throughout Northern Saskatchewan. In addition, Northern Air Services supports the Department of Tourism and Renewable Resources' fire detection and suppression program.

1982/83 Activities

In support of the Department of Tourism and Renewable Resources forest protection program, 6 Grumman trackers flew 242 sorties against 83 forest fires, dropping 880,000 litres of chemical fire retardant. All 83 fires attacked by the trackers were contained indicating a 100% success rate.

In addition to the trackers, 3 consolidated Cansos fought 51 forest fires dropping some 5,000,000 litres of water in 1,391 drops.

Northern Operations Branch

Responsibilities

Located in Prince Albert and La Ronge the Northern Operations Branch provides a number of services to branches and agencies which operated in the northern half of the province. These services include procurement, telephone and mail services, shipping, office supplies and warehouse facilities.

1982/83 Activities

On January 1, 1983 the Northern Operations Branch moved from the Department of Northern Saskatchewan where it was called the Materials Management Branch to Revenue, Supply and Services. In the remaining 3 months of the fiscal year the branch established new parameters for its services.

Office Services Agency

Responsibilities

The Office Services Agency provides a variety of print services to the government. These include: offset and xerographic printing, typesetting, photographic reproduction, dry printing, addressing and mail preparation. The agency co-ordinates the acquisition of photocopy equipment for all departments and agencies of the government and ensures that such equipment is used in a cost effective manner.

The agency provides central photocopying services in those areas where it is uneconomical for offices to have individual machines. Office Services recovers the costs of its services through charges to its clients.

1982/83 Activities

In 1982/83 the Agency expanded its dry print capabilities through the acquisition of a high quality print reproduction and drafting aid copier. The agency can now respond to nearly all types of dry print requests from its customers.

The Office Services Agency continued with the development of the central control over the government's photocopier fleet. The system is based on the acquisition of copiers by means of competitive tenders. A sophisticated fleet management system for the control of the government's photocopiers was completed.

Offset Printing

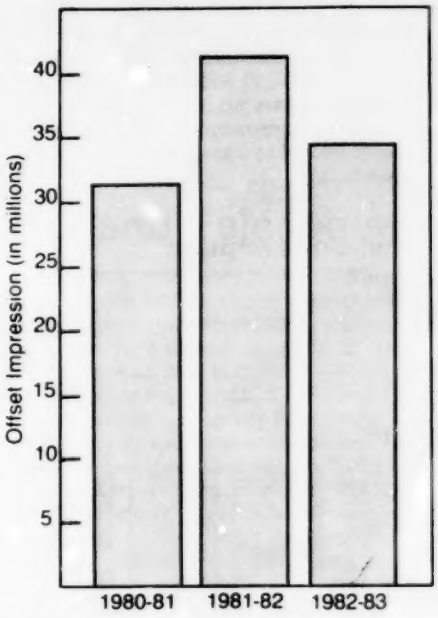
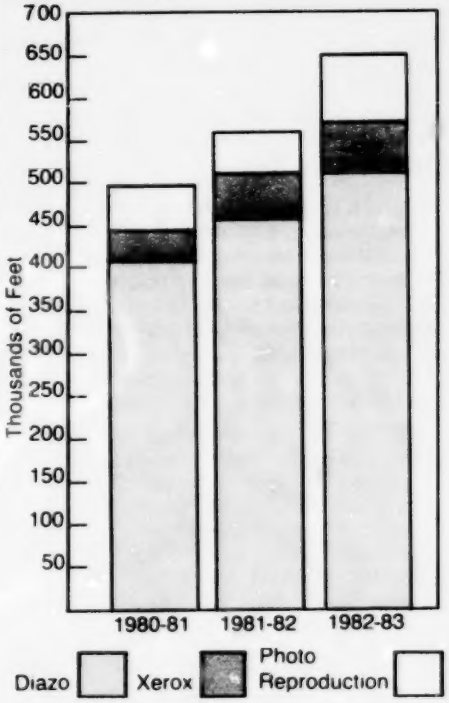


Photo Reproduction and Dry Printing



The typesetting and addressograph areas have had new technology put in place which permits interface with word processors and computers.

Photographic Services Agency

Responsibilities

The Photographic Services Agency provides still photography and related services to government agencies. These include: most types of still photography, processing of black and white film, and production of black and white and colour prints. The agency also provides assistance on slide-program and display productions.

Specialty work and work in peak periods is regularly contracted to commercial photographers and laboratories.

The agency maintains the government's central still photography library. After ten years the photographs included in this library are turned over to the Provincial Archives to provide a permanent visual record of the province for posterity.

Government departments' motion picture requirements are tendered and contracted to private sector film producers by the Photographic Services Agency.

1982/83 Activities

The Photographic Services Agency negotiated an agreement with the Saskatchewan Professional Photographers Association on behalf of all government departments. The agreement established fair terms, conditions and prices for photographic assignments regularly contracted to private photographers.

Purchasing Agency

Responsibilities

The prime mandate of the Purchasing Agency is co-ordinating and controlling the acquisition of supplies for all government departments and agencies excluding Crown Corporations.

The responsibility for providing needed goods and services to client departments while giving registered suppliers the opportunity to compete for government contracts is handled by a team of Purchasing Officers. Each one has general purchasing skills while specializing in a particular group of products.

Government needs for printing include: brochures, pamphlets, manuals and a multitude of forms. The Print Procurement Section of the agency is responsible for contracting print work as well as providing expertise and guidance at the preparation stage.

In fulfilling contracts, the final action is payment for goods and services. Under the Purchase/Payment System, the Accounts Section audits supplier invoices against contracts to ensure compliance with the original purchase order before payment is made.

Obsolete or surplus government assets are disposed of through the Sales and Salvage Section in a manner that will provide the greatest benefit, either by transfer to another department or by sale to municipalities or the general public.

1982/83 Activities

During the year the Purchasing Agency embarked on a program dedicated to providing better service to client agencies and suppliers. As a part of this new emphasis the agency played an active role in the Saskatchewan Manufacturing Opportunities Show held in February 1983.

Through the use of a display booth and the presence of Purchasing Officers, the agency became more visible and more agressive in encouraging Saskatchewan companies to seek government supply contracts. In addition, staff of the agency have embarked on a program of visits to clients to improve communications between them and the user.

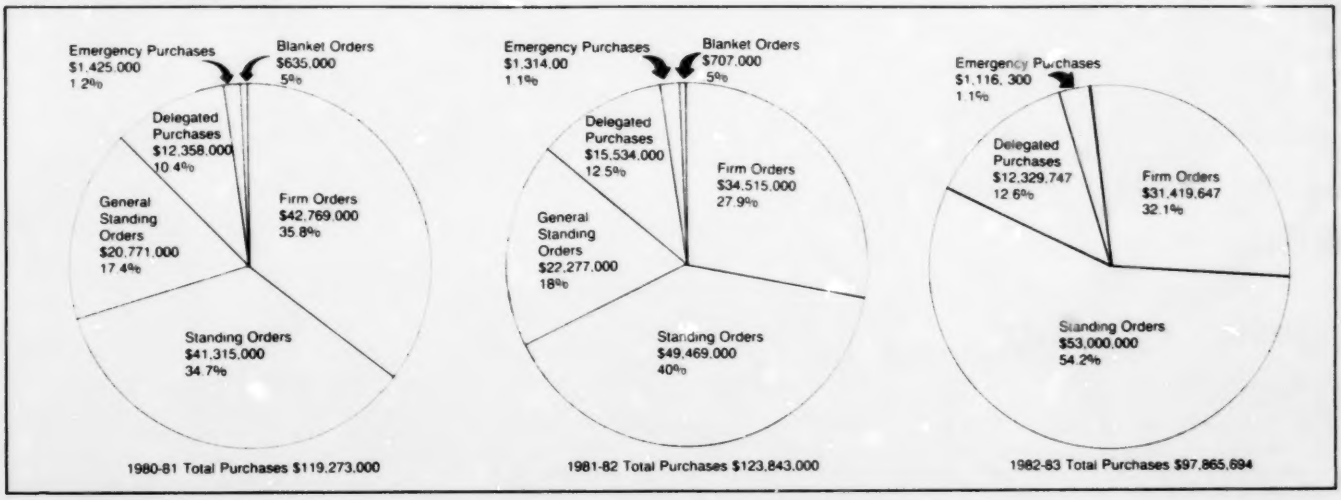
Sales & Salvage

This fiscal year shows increased emphasis on disposal activities province-wide. The freeing of dormant assets provides numerous benefits to original owner departments, to new owner departments, and to government as a whole by a reduction in expenditure for new equipment through either transfer or outright sale. The substantial increase in revenue over previous years reflects the increased activity in this section.

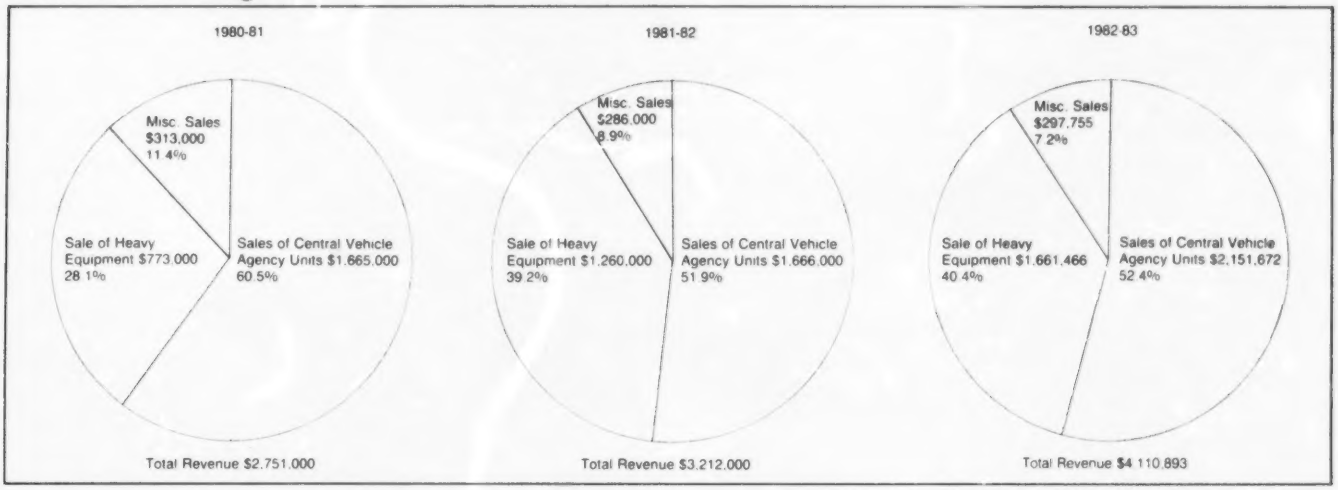
Print Procurement

This section of the agency continued to provide the necessary expertise to user departments to assist in clearly defining their requirements for printed material, brochures, pamphlets, business forms and other printed material.

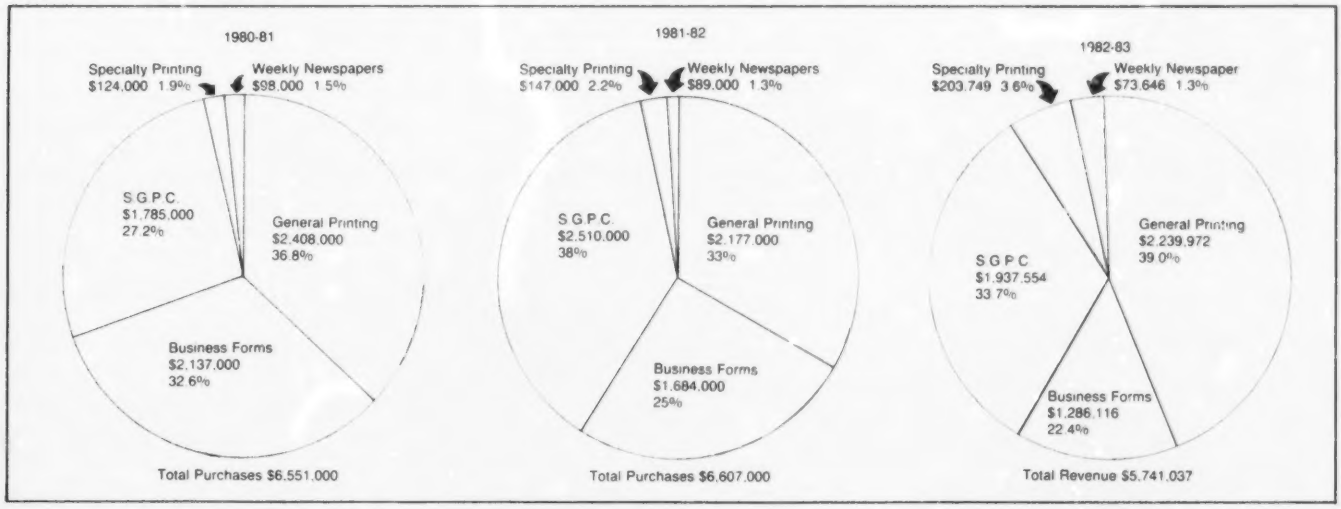
Value of Purchases



Sales and Salvage



Print Procurement



Queen's Printer

Responsibilities

The Queen's Printer is responsible for publishing The Saskatchewan Gazette and other statutory publications, and for providing direction to the Acts and Publications Section of the Supply Agency in distributing such material.

Supply Agency

Responsibilities

The Supply Agency provides the most commonly used office supplies to public agencies and Crown Corporations. An inventory of selected items is maintained and a catalogue is published giving descriptions and prices of all stock. The agency is responsible for the distribution of Acts and other publications. It maintains a looseleaf updating service for the Statutes of Saskatchewan and the Rules of Court.

A further responsibility of the Supply Agency is the acquisition and leasing of all word processors in the government. Purchases for word processors for this fiscal year will be in excess of $500,000 dollars. The Supply Agency has set up a word processing fleet management system to ensure that it can effectively administer all aspects of the provision of word processing.

1982/83 Activities

A new format for the Supply Agency catalogue has been designed. The finished product will be available to the agency's clients early in the next fiscal year.

Revenue Division

The Revenue Division administers Saskatchewan's direct consumption taxes, selected miscellaneous revenue sources and certain grant and refund programs.

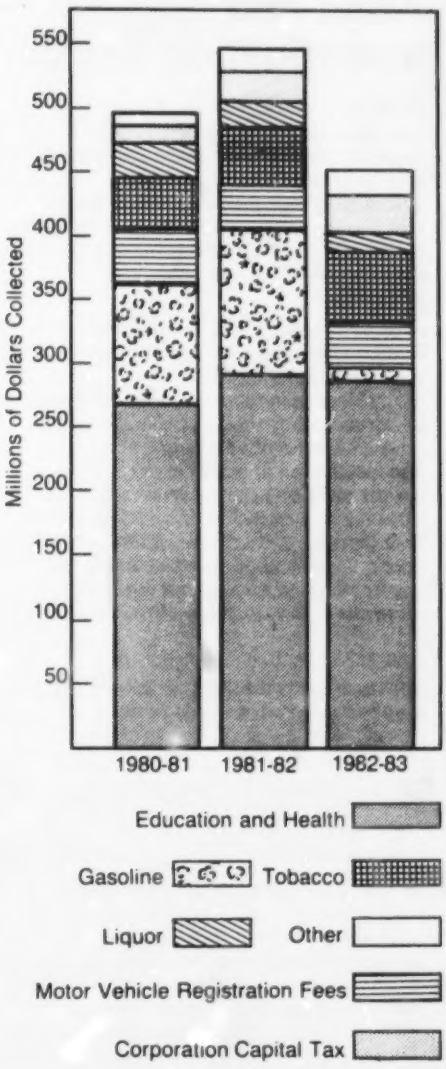
The division is organized along functional lines into four branches: Revenue Operations, Audit and Investigation, Revenue Monitoring and Research and Revenue Policy. Key aspects of this structure are the consolidation of collection and processing activities and the pooling of audit resources.

In 1982/83, the Revenue Division collected approximately $451 million in taxes and other levies. The major sources of revenue were Education and Health Tax, $276 million; Motor Vehicle Registration Fees, $45 million; Liquor Consumption Tax, $36 million and Tobacco, $35 million.

In July, 1982 the division became responsible for administering the Mortgage Interest Reduction Plan. The plan was introduced to protect Saskatchewan residents from high mortgage interest rates on their principal residences. Subject to specific eligibility provisions, the Mortgage Interest Reduction Plan provides a ceiling on mortgage rates of 13% to a maximum of $50,000 in mortgages on a homeowner's principal residence. In 1982/83, benefits totalling just under $27 million were paid to approximately 40,000 homeowners.

The Revenue Division was also responsible for administering the removal of the gasoline tax, effective May 9, 1982.

Revenue Collection



Revenue Collection (In Thousands of Dollars)

	1980/81	1981/82	1982/83
Education and Health Tax	$269,263	$284,949	$276,398
Gasoline Tax *	98,516	120,686	15,046
Motor Vehicle Registration Fees	42,611	41,590	45,314
Liquor Consumption Tax	31,212	32,153	35,607
Tobacco Tax	29,395	30,594	35,421
Corporation Capital Tax	9,802	19,522	24,222
Other Revenues	13,369	17,577	19,127
Total	**$494,168**	**$547,071**	**$451,135**

*The Fuel Petroleum Products Act was repealed effective May 9, 1982.

Audit and Investigation Branch

Responsibilities

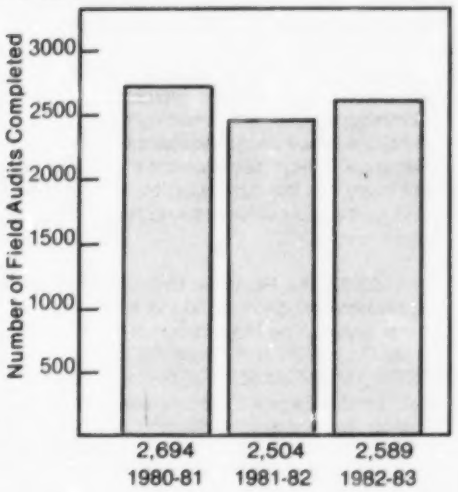
The Audit and Investigation Branch is responsible for the development, planning and implementation of audit programs. These programs are designed to ensure that taxpayers who remit tax, or who qualify for refunds are treated equitably and in accordance with the statutes and regulations.

In order to meet these responsibilities the Audit and Investigation Branch develops audit philosophy, programs and procedures; conducts field and desk audits; develops and conducts post-audit review programs; investigates taxpayer complaints; and initiates audit action in accordance with the tax statutes and regulations. The branch provides assistance and guidance to taxpayers, and acts as liaison with other departments and other provincial governments to ensure that interprovincial agreements are properly administered.

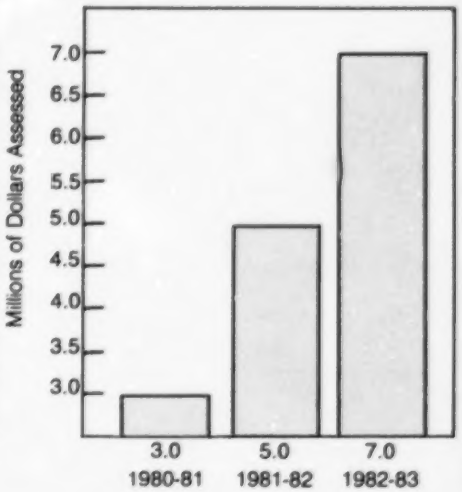
1982/83 Activities

The Audit and Investigation Branch is required to conduct audits under The Education and Health Tax Act, Liquor Consumption Tax Act, Fuel Tax Act, Tobacco Tax Act, Corporation Capital Tax Act, Capital Gains Tax Rebate Program, Canadian Agreement on Vehicle Registrations and the Interprovincial Sales Tax Agreement.

Field Audits



Assessments



The branch collects assessments raised under the various taxing statutes and pro-rate plans, initiates legal action, and prepares documents and other enforcement procedures required to satisfy accounts in accordance with the provisions of the different Acts and programs.

Revenue Operations Branch

Responsibilities

The Revenue Operations Branch is responsible for processing, depositing and reconciling revenue received from consumption taxes; licensing vendors to collect taxes and maintaining a tax roll of vendors who collect and remit taxes; providing information to taxpayers and the general public to assist them in understanding tax, refund and rebate programs; providing an initial collection service for the Revenue Division; and operating refund and rebate programs administered by the Revenue Division. The branch also operates an automated system to support revenue collection.

The collection, processing and taxpayer service activities for the Education and Health Tax, Liquor Consumption Tax, Tobacco Tax, Corporation Capital Tax and other miscellaneous revenues and refund programs are centralized within the Revenue Operations Branch.

The Branch is also responsible for administering the Mortgage Interest Reduction Plan.

1982/83 Activities

The Revenue Operations Branch was assigned responsibility for the administration of the Mortgage Interest Reduction Plan beginning July 1, 1982. Procedures and computer systems were developed and implemented and the first payments to homeowners eligible for benefits were sent to their bank accounts on September 1, 1982.

The payment system is unique as it is the first time payments to the public have been sent automatically to the bank account of the individual rather than making the payment by cheque.

Number of Taxpayers, Vendors and Collectors by Major Tax Type — 1982/83

Education and Health Tax	28,749
Liquor Consumption Tax	1,209
Corporation Capital Tax	881
Tobacco Tax	201

Refunds Processed - 1982/83

	Number	Value
Capital Gains Tax Rebate	879	$1,999,774
Gasoline Competition Assistance Program	261	363,965
Residential Mobile Home Refund	315	219,994
Indian Tax Agreement For Petroleum Products	68	111,149

Revenue Monitoring and Research Branch

The major responsibilities of the Revenue Monitoring and Research Branch include: reviewing and monitoring various fees and charges levied by the Provincial Government; analyzing revenue collection activities within other government departments; and undertaking research activities. The branch also reviews Orders-inCouncil having fee implications and maintains an inventory of provincially collected revenue sources.

1982/83 Activities

In 1982/83, the branch assumed certain responsibilites resulting from the implementation of the Mortgage Interest Reduction Plan. These responsibilities included forecasting program expenditures and monitoring interest rates.

The Branch also reviewed certain fees within the Department of the Attorney General.

Revenue Policy Branch

The major responsibilities of the Revenue Policy Branch include: formulating consistent and uniform policies related to the collection of taxes and the provision of rebates and refunds; acting as liaison with the Department of Finance on taxation matters related to programs administered by the division; monitoring the activities of the Revenue Operations Branch and Audit and Investigation Branch; and providing approval of interpretations of taxing statutes and rulings. The branch also acts as a liaison with other jurisdictions in matters affecting taxation programs assigned to the Revenue Division.

1982/83 Activities

The branch co-ordinated the removal of the gasoline tax, effective May 9, 1982 and the subsequent discontinuation of the fuel colouring program.

Effective January 1, 1983 an exemption was provided for all insurance companies under The Corporation Capital Tax Act. In addition, an exemption for electricity used to operate farm irrigation systems was provided under The Education and Health Tax Act.

Systems Centre

The Systems Centre provides services and systems expertise for the management, delivery, and support of systems design, development and operations within the government.

The centre operates on a break-even, cost recovery basis. Its mandate is to improve the government's return on its current systems investment and assure optimum value for future systems acquisitions by government departments and agencies.

In 1982/83, the Systems Centre completed reorganization initiatives of the division and effected a 25% increase in productivity for the year. These productivity gains were achieved in addition to introduction of new product lines and project initiatives to fulfill the Centre's leadership and management role in the systems component of government's high technology area.

Division Organization

The Systems Centre mandate is delivered through three functional branches: the Management Services Branch, the Information Management Branch and the Information Services Branch. Systems management, consulting, and software services as well as services audits are provided through these branches.

Management Services Branch

The Management Services Branch is responsible for overall management of the Systems Centre and for the initiation of strategic planning projects for the management of computer technology in the government context. The branch provides executive management, financial, operational policy and planning support and quality assurance for services delivered by the Systems Centre.

1982/83 Activities

The focus of functions performed by the Branch during 1982/83 was to provide leadership and ensure the co-ordination of systems delivery. Activities include initiation of a review of systems delivery mechanisms operative within government, initiation of a pilot project to establish a strategic government-wide approach to use of computer technology, and development of a commercial approach to systems acquisition consistent with standard industry accepted procurement practices.

Information Management Branch

The Information Management Branch provides planning, management and systems co-ordination for systems acquisitions contracted by government clients. It is responsible for supporting government clients in defining opportunities to optimize value for money for government investment in systems.

1982/83 Activities

The Information Management Branch performs systems feasibility studies and assists clients to develop systems proposals for funding requests to the Systems Review Board.

The branch also provides systems management and consulting services including contract and project management for systems acquired by government clients. Its functional responsibilities extend to both data processing and word processing systems.

This branch's leadership role in performing these duties reflects the government's awareness of the importance of sound systems and project management practices to ensure that systems requirements are achieved in a cost efficient manner.

In 1982/83, the branch expanded its service lines to provide systems acquisition services by administering the commercial systems acquisition process for projects in Health, Agriculture, and Revenue, Supply and Services. In addition, consistent with the Systems Centre's co-ordinating mandate, strategic systems planning was introduced as a product and service line, with major information needs studies conducted in the Highway Traffic Board, Government Services, and Consumer and Commercial Affairs.

Information Services Branch

The Information Services Branch is the technical branch of the Systems Centre. It consists of three functional units: the New Development Unit, the Operations Support Unit and the Technical Support Unit. The Information Services Branch is responsible for the technical development of new systems and provides maintenance support once the system goes into production. Consultant services to resolve hardware and software problems are also provided by the branch.

1982/83 Activities

In 1982/83, the Information Services Branch performed a key role in the support of government programs.

The New Development Unit is responsible for designing new computer based systems, programming and testing these as well as installation of these systems for major clients. In 1982/83 systems were provided to support the Mortgage Interest Reduction Program, Farm Purchase Program, Medical Care Insurance Commission, Dental Plan, Advanced Education Student Assistance and other major government programs.

In 1982/83, the Operations Support Unit focused on meeting service objectives for maintaining government systems. Its main responsibility is to ensure that each system meets the performance requirements identified by the client. The Operations Support Unit currently provides support for over 170 systems operating throughout the Saskatchewan Government. These systems involve more than 3,350 computer programs and an estimated 5,000,000 lines of computer code. The Technical Services Unit continues to provide leadership in new technology through consulting services for word processing, microcomputers and communications. It also has expanded its role to include microcomputer support. The Unit provides trouble-shooting analysts to help resolve equipment and software problems. It performs training, research and development functions to maintain a high level of technical expertise within the Centre, necessary in the fast moving systems field.